

Application No. 09/482,969

REMARKS

Applicant thanks the Examiner for the interview of _____.

The Examiner rejects Claims 1-3, 6-7, and 23 under 35 U.S.C. § 102(e) as being anticipated by Goldberg et al. (U.S. 6,226,360); Claims 4, 8, 10-12, 14-18, 20-22, and 24-25 under 35 U.S.C. § 103(a) as being unpatentable over Goldberg et al. in view of Jesurum et al. (U.S. 5,430,792); Claim 5 under 35 U.S.C. § 103(a) as being unpatentable over Goldberg et al. in view of Kelly et al. (U.S. 4,941,168); and Claims 9 and 19 under 35 U.S.C. § 103(a) as being unpatentable over Goldberg et al. in view of Jesurum and further in view of Kelly et al.

Applicant respectfully traverses the Examiner's rejections. None of Goldberg et al., Jesurum et al., or Kelly et al., teach or suggest, individually or collectively, at least the following italicized language in Claims 1, 8, and 15:

1. A method for use in managing outgoing calls in a call center, comprising:

initiating a call to a first party from the call center via a communication medium;

monitoring said communication medium for signals received from a location associated with said first party after said step of initiating a call;

detecting an initial audible signal received from the first party location via said communication medium, *wherein the initial audible signal is the first signal detected after said call is answered;*

initiating processing of said initial audible signal in a call classifier to determine a characteristic of said audible signal; and

playing a prerecorded greeting over said communication medium during said call, *said prerecorded greeting being played during a time period when said call classifier is processing said initial audible signal.*

8. A method for use in managing an outgoing call comprising the steps of:

placing an outgoing call to a remote party location over a communication network;

Application No. 09/482,969

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